

Outcomes dashboard YTD July 2019

Achieving target			Within 15% of target			More than 15% below target			Trend from previous month			Target	YTD Actual
									↑ Improved ↓ Declined → Stable				
Priority 1: To work with others to improve the police complaints system													
Percentage of decisions made on referrals within 3 days									80%		79% ↑		
Percentage of independent investigations completed within 12 months									80%		74% →		
Percentage of investigation and local resolution appeals decided within 35 working days									65%		55% ↓		
Percentage of non-recording and other appeals decided within 25 working days									80%		63% ↑		
Percentage of death or serious injury cases reviewed within 30 working days									75%		20% ↑		
Priority 2: To improve policing by identifying and sharing learning from our work													
<i>Data for most of these outcomes is collected quarterly or annually and is therefore unavailable for this report.</i>													
The proportion of formal learning recommendation we make that are accepted by police forces									100%		100% →		
Priority 3: To improve confidence in police accountability													
<i>Data for these outcomes is collected quarterly or annually and is therefore unavailable for this report.</i>													
Priority 4: To be an efficient and effective organisation													
Percentage of our investigators achieving accreditation within 24 months									70%		81% ↓		
Percentage of staff turnover									8-10%		6.05% ↓		
Percentage of staff sickness absence									< 2.9%		2.68% ↑		
Percentage of requests for information under the Freedom of Information Act responded to within the timeliness standard (20 working days)									90%		94% ↓		
Percentage of requests for information under the Data Protection Laws responded to within the statutory timeliness standard (40 calendar days)									90%		94% ↑		
Percentage of correspondence from parliamentarians responded to within 15 working days									85%		68% ↑		

Outcomes framework YTD July 2019

Priority 1: To work with others to improve the police complaints system

Outcome measure: We will work to improve all parts of the complaints system – both our own and that carried out by others – so it consistently deliver impartial, fair and evidenced based outcomes in a timely way.

Outcome measures

2018/19	Outcome measure	2019/20 target	2019/20 YTD actual	Source
83%	% of decisions made on referrals within 3 days	80%	79%	Perito
79%	% of independent investigations completed within 12 months	80%	74%	Perito

2018/19	Outcome measure	2019/20 target	2019/20 YTD actual	Source
63%	% of investigation and local resolution appeals completed within 35 working days	65%	55%	Perito
77%	% of non-recording, discontinuance and disapplication appeals completed within 25 working days	80%	63%	Perito
61%	% of death or serious injury cases reviewed within 30 working days	75%	20%	Perito

Supporting measures

2018/19	Supporting measure	2019/20 target	2019/20 YTD actual	Source
58%	% of independent investigations completed within 9 months	60%	51%	Perito
30%	% of independent investigations completed within 6 months	35%	31%	Perito

Management information

2018/19	Management information	2019/20 YTD actual	Source
687	Number of independent investigations started	168	Perito
717	Number of independent investigations completed	284	Perito
37%	% of appeals against the outcome of a local investigation upheld	33%	Perito
36%	% of appeals against a decision not to record a complaint upheld	43%	Perito

Priority 2: To improve policing by identifying and sharing learning from our work

Outcome measure: We will focus our work on areas of concern to both the public and police and work with partners to share our learning to improve policing and protect the public from harm.

Outcome measures

2018/19	Outcome measure	2019/20 target	2019/20 YTD actual	Source
100%	% proportion of formal learning recommendations we make that are accepted by police forces ¹	To track against previous year	100%	OLRT

¹ In 2018/19, 10 recommendations were made. As at 31 March 2019, six of these recommendations had been accepted and four were awaiting a response. Since then, three of those awaiting a response have been accepted and one is still awaited. In 2019/20, twelve recommendations have been made. Five have been accepted. The remaining seven are still awaiting a response.

Priority 3: To improve confidence in police accountability

Outcome measure: We will engage with a range of stakeholders and communities, focusing on those with the least confidence in policing, so they understand their right to complain and expect fair and just treatment in response to complaints and serious incidents.

Data for these outcomes measures is collected quarterly or annually and is therefore unavailable for this report.

Priority 4: To be an efficient and effective organisation

Outcome measure: We will attract and retain a highly skilled diverse workforce and provide them with a good working environment while continually improving to provide value for money.

Outcome measure

2018/19	Outcome measure	2019/20 target	2019/20 YTD actual	Source
53%	% of our investigators achieving accreditation within 24 months	70%	81%	L&D
9.35%	% of staff turnover	8-10%	6.05%	HR
3.02%	% of staff sickness absence	< 2.9%	2.68%	HR

2018/19	Outcome measure	2019/20 target	2019/20 YTD actual	Source
94%	Complete FOI requests within the statutory timeliness standard (20 working days)	90%	94%	FOI Team
92%	Complete requests made under Data Protection Laws within the statutory timeliness standard (40 calendar days)	90%	94%	FOI Team
New	Respond to parliamentary requests for information within 15 working days	85%	68%	Policy & Public Affairs